

How to Log Out of the Web Portal:

1. To Log Out of the DHHS Claims Web Portal, place your mouse over the Log Out words at the top of the screen and click on **Log Out**:



2. You will now see a message stating that you have successfully logged out:



How to Reset Your Password:

If you have forgotten your password and cannot login to the Web Portal, you can reset your password by completing the following steps:

1. Go to the Login page for the Web Portal:
<https://ecmp.nebraska.gov/PublicPortal/DHHS/Claims>
2. Next, click the **Reset Password** link.

3. On the Password Reset Login page, enter your username in the field:

4. Then click the **Search** button.

Search

5. You will now be prompted to enter responses to the three security questions you created/answered when your account was established. You will need to enter answers to all three questions. *Please Note: Answers are not case sensitive. Your questions may differ from those pictured below.*



PASSWORD RESET LOGIN

What are the last 5 digits of your driver's license number?

In what town was your first job?

What was your childhood phone number including area code?

NOTE: Answers are NOT case sensitive

6. Next, click the **Submit** button:

7. On the Password Reset screen, enter your new password in the **New Password** field. Next, retype the password in the **Confirm New Password** field. If you would like information about requirements for your password, click the **Password Rules** link.



PASSWORD RESET

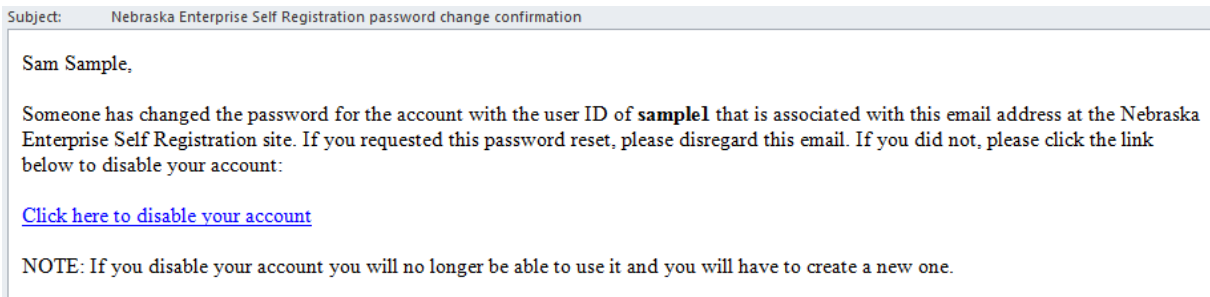
New Password:

Confirm New Password:

[Password Rules](#)

8. Next, click the **Submit** button.

9. You will now be redirected to the Web Portal Login page. As a safety measure, an email from donotreply@nebraska.gov will be sent to the email address associated with the account confirming the password change:



How to Update Your User Account Information:

If you need to update your account information (ex: name, email, security questions, etc.), click on the **Update User Account Information** link. *Please Note: Your username cannot be changed.* To update your user account information, complete the following steps:

1. Go to the Login page for the Web Portal:
<https://ecmp.nebraska.gov/PublicPortal/DHHS/Claims>
2. Next, Click the **Update User Account Information** link.



3. On the Account Management Login page, enter your current ***Username*** and ***Password***.

The screenshot shows the 'Official Nebraska Government Website' header. Below it is a large banner with the text 'NEBRASKA ENTERPRISE SELF REGISTRATION'. Underneath the banner is the 'ACCOUNT MANAGEMENT LOGIN' section. It contains two input fields: 'Username' with the text 'sample1' and 'Password' with masked characters (dots). There is no visible login button on this specific screenshot.

4. Then click the ***Login*** button.

Login

5. You will be presented with one of the three security questions chosen when the account was created. Next, type the answer in the ***Your Answer*** field. *Please Note: Answers are not case sensitive. Your question may differ from the one pictured below.*

The screenshot shows the 'Official Nebraska Government Website' header. Below it is a large banner with the text 'NEBRASKA ENTERPRISE SELF REGISTRATION'. Underneath the banner is the 'CHALLENGE/RESPONSE SECURITY CHECKPOINT' section. It contains the following text: 'Access to this system is enhanced by a Challenge/Response system. Please enter the answer that you supplied for the question below.' A red note states: 'NOTE: Multiple failures to provide the correct answer will lock out your account.' Below this is a 'Your Question:' section with the text 'What was your childhood phone number including area code?' and a text input field. A note below the question states: 'If this question is not familiar to you or you forgot your answers please contact the OCIO Help Desk for assistance.' Below the question is a 'Your Answer:' section with a masked text input field. A note at the bottom states: 'NOTE: Your answer is not case sensitive.'

6. Next, click the ***Continue*** button.

Continue

7. You will now be directed to the Account Management screen. On this page, you can change and update any necessary information. If you would like information regarding requirements for each field, you can Click the ***Field Requirements*** link. *Please Note: Your Username cannot be changed once it has been established.*
8. When you are finished updating your information, click ***Update Account***.

Update Account

How to View Help/Support Materials:

If you need information regarding how to use the Web Portal or who to contact for technical issues, you can visit the **Help/Support Page**. This page contains contact information and videos/documentation that will assist you with using the Web Portal:

The screenshot shows the 'Official Nebraska Government Website' header with the state seal and the title 'NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL'. Below this, it says 'Department of Health and Human Services : Claims'. A red circle highlights the 'Help/Support' link in the top right corner, next to a 'Log Out' link. The main content area is divided into two columns. The left column, titled 'YOUR CLAIMS DOCUMENTS', contains sections for 'Welcome', 'Open Claims', 'Submitted Claims', 'EOPs (Explanation Of Payments)', 'Authorization Notices', and 'Manage Organizations', each with a 'View' link. The right column, titled 'HELP', provides contact information for the DHHS Helpdesk and a list of resources: 'Training Guides', 'Online Documentation', and 'Video Walk-through'. A red circle highlights the 'Online Documentation' link in this list. At the bottom of the 'HELP' section, a note mentions 'N-Focus weekly maintenance'.

Official Nebraska Government Website

NEBRASKA ENTERPRISE
CONTENT MANAGEMENT PORTAL

Department of Health and Human Services : Claims

[Help/Support](#) [Log Out](#)

YOUR CLAIMS DOCUMENTS

Welcome
Latest news and updates from DHHS
[View Welcome Page](#)

Open Claims
Claim Forms that have been recently created can be viewed, filled out and submitted here
[View Open Claims](#)

Submitted Claims
Claim Forms that have been previously submitted can be viewed here for reference
[View Submitted Claims](#)

EOPs (Explanation Of Payments)
Explanation Of Payments documents generated for your organization can be viewed here
[View EOPs](#)

Authorization Notices
Authorization Notices generated for your organization can be viewed here
[View Notices](#)

Manage Organizations
Add additional organizations to this account to view and submit their documents. (Org ID and PIN required)
[Manage Orgs](#)

HELP

You can contact the DHHS Helpdesk between the hours of 7:00 am to 6:00 pm (CDT) at #800 722 1715.

You can also view:

- Training Guides: Click this link [Training Guide](#)
- Online Documentation: Click this link [Online Documentation](#)
- Video Walk-through: Click this link [Video Walk-through](#)

N-Focus weekly maintenance is done every Sunday from 5:00 pm – 7:00 pm (CT). During this time, providers will **NOT** be able to submit claims electronically through the web portal.